GOVERNMENT OF INDIA
COMMUNICATIONS
LOK SABHA

UNSTARRED QUESTION NO:6410
ANSWERED ON:08.05.2000
NON PAYMENT OF RASHTRIYA BACHAT PATRA
CHANDRA NATH SINGH

Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether the attention of the Government has been drawn to the news-item captioned `Rashtriya bachat patra ka bhugtan na karne par dak vibhag doshi: Forum` appearing in `Dainik Jagaran` dated April 11, 2000;

(b) if so, the facts of the matter reported therein;

(c) whether the Consumer Redressal Forum has held the postal authorities guilty for not providing the desired service to the consumers and have fined the Department of Posts apart from making payment with interest; and

(d) if so, the steps taken by the Government to make the Department of Posts more responsive to the consumers?

Answer

MINISTER OF STATE FOR COMMUNICATIONS

(SHRI TAPAN SIKDAR)

(a) Yes, Sir.

(b) Six years National Savings Certificates (VIIIth Issue) with sr. Nos 04DD 782221 for Rs.5, 000/- and 758381, 758382 for Rs.1000/ each were purchased on 26-3-93 by Shri Satyanarain (HUF) from Ashok Vihar Head Post Office, New DelhiAfter maturity period of six years, when the purchaser approached Postmaster, Ashok Vihar Head Post Office for encashment of the aforesaid National Savings Certificates, it came to notice that the work `HUF` written on the NSCs against the name of the purchaser was scored out. The maturity value was not paid to the holder since the NSCs were found to be issued in contravention of Rule 4 of NSCs (Rules) 1989 read with Director-General, P&T letter No.3-26/98-SB dated 28.4.79 which spells out that NSCs (VIIIth Issue) cannot be issuec in favour of kartas of HUF until the name of another adult member or the co-parcener is added in the application for purchase of the certificates. There is no provision in the rules for payment of interest on certificates issued in contravention of rules. The purchaser of the NSCs had signed an undertaking in the application for purchase that he agrees to abide by NSCs (VIIIth Issue) Rules, 1989The purchaser was, therefore, informed by the Postmaster, Ashok Vihar Head Post Office that the payment of full maturity value inclusive of interest for such certificates issued in contravention of rules can be only after approval of the Ministry of Finance.

(c) Yes Sir. On an application filed by the complainant before the Distt. Consumer Disputes Redressal Forum Shalimar Bagh on 5-7-99, the Distt. Forum in their decision dated 9-2-2000 ordered the Department to pay a sum of Rs.14,105/- being the maturity value of said three certificates alongwith interest from the date of maturity i.e. from 27-3-99 onwards till its realisation alongwith Rs.500-/ as compensation. The Department filed an appeal before the State Commission on 3-4-2000, which was dismissed on 6-4-2000.

(d) The Department has adopted various steps including modernisation of services with new technology, better management control and monitoring of services, easy accessibility of information for customers, etc. for enhancing customer satisfaction.